

REMARKS

Claims 1-19 were pending at the time of the last Office Action. Applicant has cancelled claims 1-19 and added claims 20-39. Thus, claims 20-39 are now pending.

Although applicant has cancelled the rejected claims and added new claims to clarify the claimed subject matter, applicant would like to point out differences between the new claims and Wilcox, which the Examiner relied upon in rejecting claims 1-19 under 35 U.S.C. § 103(a).

In some embodiments, applicant's technology is directed to client systems (e.g., personal computers) that control and monitor telephony devices (e.g., time division multiplexing phones). Each telephony device has a physical representation and a logical representation. The physical representation of a telephony device represents its physical attributes such as buttons on the dialing pad and the speaker button. The logical representation of a telephony device represents the communication link (e.g., telephone line) of the telephony device. The client systems have relationships with telephony devices so that the client systems know what telephony devices they are to control and monitor. A client system controls and monitors a telephony device via the physical and logical representation of the telephony device. The client system establishes a device control channel between it and the physical representation of a telephony device that it controls and a call control channel between it and the logical representation of that telephone device. Once the channels are established, a client system can control and monitor the telephony device. For example, the client system can use the device control channel to request that the telephony device via the physical representation place a call to a certain number or can receive via the call control channel an indication of an incoming call to the telephony device.

Wilcox is unrelated to a client system monitoring and controlling a telephony device. Wilcox describes a service system of a "contact center" that allows customers

to communicate with customer service representatives ("CSRs") via their computer systems, referred to as endpoint systems. (Wilcox, ¶0277.) In rejecting now-cancelled claim 8, the Examiner relies on the service system of Wilcox as illustrated in Figure 3. (Office Action, May 13, 2008, pp. 2-6.) Figure 3 illustrates various layers relating to establishing a session between a customer endpoint system and a CSR endpoint system so that the customer and CSR can share data. There is no telephony device that is controlled or monitored by the endpoint systems. In addition, Wilcox makes it clear that "a telephony contact center will have dedicated hardware for terminating and routing incoming telephone calls to CSRs." (Wilcox, ¶ 0107.) Thus, Wilcox uses this "dedicated hardware" for handling telephone calls.

Each of the newly added claims is directed to a client system controlling and monitoring calls placed through a telephony device. Independent claim 20 recites "controlling and monitoring via client systems calls placed through telephony devices." Independent claim 26 recites "a client system to control and monitor calls placed through a telephony device." Independent claim 33 recites "each client system for controlling and monitoring calls place through a telephony device." As discussed above, Wilcox neither teaches nor suggests that its endpoints monitor and control a telephony device and certainly not in the way as further recited by these claims

Based upon the above amendments and remarks, applicant respectfully requests reconsideration of this application and its early allowance. If the Examiner has any questions or believes a telephone conference would expedite prosecution of this application, the Examiner is encouraged to call the undersigned at (206) 359-8548.

Please charge any deficiencies or credit any overpayments to our Deposit Account No. 50-0665, under Order No. 418268867US from which the undersigned is authorized to draw.

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Respectfully submitted,

By Maurice J. Pirio

Maurice J. Pirio

Registration No.: 33,273

PERKINS COIE LLP

P.O. Box 1247

Seattle, Washington 98111-1247

(206) 359-8548

(206) 359-9000 (Fax)

Attorney for Applicant